

Max Yzaguirre
Chairman

Brett A. Perlman
Commissioner

Becky Klein
Commissioner

W. Lane Lanford
Executive Director



Public Utility Commission of Texas

June 28, 2001

Magalie Roman Salas
Office of the Secretary
Federal Communications Commission
445 12th Street – SW
Washington, D.C. 20554

Re: Annual Log Summary of TRS Consumer Complaints due July 2, 2001

Ms. Salas:

Relay Texas hereby submits its annual log summary of consumer complaints from June 2000 to May 2001 for Relay Texas (Telecommunications Relay Service provider in Texas) to meet the Federal Communication Commission (FCC) requirement for the annual submission of complaint log summaries. In its Improved TRS Order, the Commission established the requirement for the annual submission of complaint log summaries.

For the period of June 1, 2000 through May 31, 2001, Relay Texas (Sprint as TRS provider) processed more than 5,755,844 outbound calls. Relay Texas received a total of 341 (.005%) consumer complaints. All 341 complaints were filed with supervisors at one of the eleven Sprint TRS centers. All of these complaints were resolved in a timely fashion. None of these 342 complaints were escalated for action to the State of Texas or to the FCC.

If additional information is required, please let me know and we will promptly comply.

Sincerely,

Ed Bosson
Relay Texas Administrator

CC: Jennifer Simpson, Disabilities Rights Office